

**MINUTES OF A MEETING OF THE  
QUALITY IMPROVEMENT COMMITTEE  
Tuesday 1 August 2017 at 1.30 pm  
Boardroom, Moor Lane Mills, Lancaster**

**PRESENT:**

Mr M Bone	Lay Member (Chair)
Dr M Flanagan	Secondary Care Doctor for the Governing Body
Dr A Maddox	GP Executive Lead - Contracting, Finance and Quality
Mrs S McGraw	Lay Member
Mr K Parkinson	Chief Finance Officer/Director of Governance
Mrs J Thompson	Senior Manager - Health and Wellbeing

**In attendance:**

Mrs B Carter	Corporate Affairs Support Manager (Minutes)
Mrs J Jones	Head of Safeguarding, Designated Nurse for Safeguarding Children
Mr A Roche	Healthwatch Lancashire
Mr R Thompson	Senior Quality Manager

**Action**

68/17 **WELCOME AND INTRODUCTIONS**

Mike Bone (MB) introduced himself and welcomed members to the Quality Improvement Committee (QIC) meeting.

69/17 **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Dr Amy Lee, GP, Captain French Surgery and Margaret Williams, Executive Chief Nurse.

70/17 **DECLARATIONS OF INTEREST**

Declarations of interest were requested that would be relevant to the items to be discussed on the agenda. No declarations of interest were made. Recorded declarations of interest can be viewed on Morecambe Bay CCG's (MBCCG) website.

71/17 **MINUTES OF THE LAST MEETING HELD ON 6 JUNE 2017**

The minutes of the last meeting held on 6 June 2017 were agreed as a correct record subject to the following amendment:-

Page 3, Workforce, penultimate line. Amend "the Hospice" to read "Hospices".

## 72/17 **MATTERS ARISING INCLUDING REVIEW OF ACTION SHEET**

### Action Sheet

The action sheet was reviewed and updated as follows:-

Item 34/17 - Quality and Safeguarding Transition Report. On today's agenda. Complete.

### Matters Arising

There were no matters arising.

## 73/17 **ASSURANCE FRAMEWORK AND RISK REGISTER UPDATE**

Kevin Parkinson (KP) stated that the Assurance Framework (AF) and Risk Register (RR) had been withdrawn from the QIC meeting following the QIC Workshop in June 2017 due to the volume of work that was required on the AF and RR. The AF and RR report is currently being re-drafted. Margaret Williams (MW) will present the AF and RR at the next QIC meeting on 3 October 2017.

**MW**

## 74/17 **QUALITY AND SAFEGUARDING BAY-WIDE AREAS OF FOCUS**

Russell Thompson (RT) presented the report which provides the QIC with an overview of the current Quality and Safeguarding activity being undertaken with Health and Social Care Partners across Morecambe Bay. The report is divided into three main areas of Corporate and Compliance Activity; Assurance Activity and Transformational Activity underlined by enablers. It was noted that the report is in its early stages of development and expected to be extended.

Jacqui Thompson (JT) stated that there needed to be a more formal reporting system for complaints and asked that these could be included in the report.

### **RESOLVED:**

**The Quality Improvement Committee noted and agreed the following:-**

- **Noted this is a first draft outline of high level activity.**
- **Noted the aims to articulate activity that the Quality and Safeguarding Team are focussing on and engaging with.**
- **Agreed to progress of work areas to be reported within the Integrated Quality Safeguarding Report.**

## 75/17 **COMPLAINTS POLICY**

JT presented the Complaints Policy for discussion and approval by the QIC before being ratified at the Governing Body on the 26 September

2017. It was noted that the Executive Committee have also approved the policy.

Since becoming MBCCG the number of complaints received has significantly increased. Within the first quarter forty complaints and concerns have been dealt with. Also within the first quarter twelve complaints have been received from one MP. The themes have remained the same as previously reported which are around changes to medicines and pharmaceutical products and also around Continuing Healthcare. One case has been referred to the Ombudsman with the outcome still awaited. Another on-going complaint is currently being dealt with by the CCG's legal team.

The Complaints Policy sets the way forward on how to deal with complaints and ensures that the CCG are compliant with the appropriate legal framework for complaints.

MB stated that at the last meeting of the Governing Body the Whistleblowing Policy was approved and enquired if a complaint was received from a member of staff which policy would deal with the complaint.

KP said that a statement needs to be incorporated within the Complaints Policy stating that the CCG has a Whistleblowing Policy which should be read in conjunction with the Complaints Policy.

Minor typographical errors were highlighted on pages 10 and 24.

**RESOLVED:**

**The Quality Improvement Committee approved the Complaints Policy for ratification at the Governing Body on 26 September 2017.**

76/17 **QUALITY IMPROVEMENT AND ASSURANCE REPORT**

RT introduced the regular report which details all aspects of the CCG Quality Strategy and allows QIC members to note progress. The report outlines how the CCG delivers its statutory duties to maintain and improve quality of services commissioned including safety and experience. The areas covered align to the delegated duties of the Executive Chief Nurse.

Key areas were highlighted and system issues were explained including how the CCG are facilitating partners across Morecambe Bay to respond.

HM Coroner Regulation 28 Letters - regular quarterly meetings to cover issues and concerns are to be held with the HM Coroner in Cumbria. Arrangements are being made to meet with the HM Coroner for Lancashire. Previously the Coroner would write Regulation 28 Letters which sometimes did not reach the CCG.

12 Hour A&E Breaches - there has been a significant amount of work and changes recently surrounding 12 hour breaches. Previously 12 hour breaches were mandated to be StEIS reported but ceased when the number of breaches considerably increased. Over the last three months there has been a significant increase in mental health 12 hour breaches and especially mental health breaches over 24 hours waiting in A&E departments. The reasons for the increase relates mainly to Mental Health Services and the lack of beds which block the system. With the exception of Blackpool Teaching Hospitals NHS Trust (BTH) this was occurring at the vast majority of NHS Trust in Lancashire. 12 hour breaches for mental health patients were not being reported by BTH as they have an observation ward and move patients directly into this ward which then avoids any breaches occurring.

RT confirmed that no harm has been caused to any patients by the significant increase of 12 hour mental health breaches. Every case has been reviewed and teleconferences have taken place with NHS England, Lancashire Care NHS Foundation Trust (LCFT) and University Hospitals of Morecambe Bay NHS Foundation Trust (UHMBT) on a weekly basis. NHS England has also instigated bi-weekly teleconferences with LCFT and CCGs across Lancashire to discuss the volume of breaches. In addition to that, NHS England made a requirement for NHS England Lancashire for all 24 hour breaches to be reported onto the StEIS system.

NHS England have looked at what actually constitutes a breach with regards to Mental Health Services and have stipulated that if a patient comes under a 136 section then they are not actually in breach should it go over 12 hours for a number of different reasons. RT highlighted the reasons.

The Care Quality Commission (CQC) have informed all Acute Trusts that they are not in breach of their registration if they admit mental health patients into acute hospital beds should it be in their best interests.

KP asked what action is being taken against potential breaches ahead of them becoming a breach. RT explained that when potential breaches are flagged enquiries are made to try and support the system as soon as possible which could include telephone calls and visits.

Datix/SIRMS Incident Reporting and Soft Intelligence - Datix is the soft intelligence system used for Lancashire. South Cumbria use a system called SIRMS. Datix have changed the way that their servers operate and for a short period locked General Practice and Care Homes out of the system. General Practice is now back up and running but the Care Homes aspect of Datix is still not working. A meeting has been arranged with Datix to discuss the issues. UHMBT and CPFT use Ulysses soft intelligence system. Millom ICC also uses Ulysses as a way of soft intelligence reporting between their two main providers. Discussions are now on-going into extending the use of Ulysses into the ICCs in South Cumbria.

RT agreed to provide an action plan for resolving which system or multiple systems of soft intelligence to use to the Executive Committee at the meeting scheduled for 12 September 2017.

Clinical Quality Indicators - UHMB are reporting that HSMR is within expected range.

Regulated Care Sector - the CCG have produced a summary picture of what an “outstanding” rating looks like. The next step is to devise a model to overlay into the system supporting the homes to achieve an “outstanding” CQC rating.

Children Looked After (CLA) - there are a high number of CLA across North Lancashire and South Cumbria. South Cumbria is a net importer of children due to there being a lot of residential children’s homes in South Cumbria. A piece of work is currently being undertaken on mapping out where children are placed. A workshop is planned to be held in the Autumn together with the residential sector for children’s social care to look at various issues and how to work together on these areas. It was noted that completion of health assessments are an issue as they are not always completed within the designated twenty working days.

Child Protection - the number of children on a child protection plan have dropped in North Lancashire due to a piece of work that has been completed by the Social Work Agency following the Lancashire inspection.

Internal Action Plans - good progress is being made. The Designated Doctor for Section 11 Audit, MIAA Audit and NHS England Assurance and Accountability Framework has been recruited. The Designated Doctor will join the CCG in mid-August/early September. Named GP now in place for Barrow and South Lakes. Recruitment for the North Lancashire posts is on-going.

Learning Reviews - the Lancashire Safeguarding Children Board have recently published approximately nine serious case reviews. One of the cases related to a child which resided in North Lancashire. Discussions have been held around that case and what it means for the CCG and Primary Care Services.

**RESOLVED:**

**The Quality Improvement Committee agreed and appraised the detail covered in the report.**

77/17 **KEY ISSUES REPORTED INTO OTHER CCG MEETINGS**

Jane Jones (JJ) on behalf of MW asked if QIC members were clear where key issues from the QIC meetings need to be reported into other CCG meetings. This was discussed at the relevant points on the agenda during the meeting.

**78/17 SAFEGUARDING DASHBOARD**

Received for information.

JJ stated that the Dashboard is the detail that sits below the Quality report and is submitted to NHS England. The Dashboard contains more high level issues.

The minutes of the Safeguarding Board meetings are submitted to QIC for information. It was noted that due to publication timings they are sometimes out of date. A summary of the Safeguarding Board activity that is relevant to the CCG is incorporated within the Dashboard.

**79/17 SERIOUS INCIDENT (StEIS) Q1 REPORT 2017/18**

Received for information.

RT presented the report which had been prepared by Midlands and Lancashire CSU (MLCSU). Discussions have been held with MLCSU to ensure they work collaboratively with NECS. It was noted that the CCG have been working with MLCSU to improve the charts and graphs to ensure that they are more informative.

MB commented that in his view the pie and bar charts used in the report were not particularly informative. Considering the low number of incidents reported in organisations other than the UHMBT a different format of reporting time series variations could be used.

**80/17 ANTI-MICROBIAL RESISTANCE BAY WIDE COLLABORATIVE MINUTES 7 MARCH 2017**

Received for information.

**81/17 LANCASHIRE SAFEGUARDING ADULTS BOARD MINUTES 21 APRIL 2017**

Received for information.

**82/17 LANCASHIRE SAFEGUARDING CHILDRENS BOARD MINUTES 11 NOVEMBER 2016, 10 MARCH 2017 AND 12 MAY 2017**

Received for information.

**83/17 MATTERS TO BE DRAWN TO NEXT GOVERNING BODY MEETING**

The Complaints Policy would be presented at the next Governing Body for approval.

**84/17 ANY OTHER BUSINESS**

There was no other business.

85/17 **DATE AND TIME OF NEXT MEETING**

Tuesday 3 October 2017 at 1.30 pm in the Main Lecture Theatre, Moor Lane Mills, Lancaster.